

## **MANAGEMENT ASSISTANT TO MAYOR**

### **DISTINGUISHING FEATURES**

The fundamental reason the Management Assistant to Mayor exists is to perform responsible staff assistance regarding a wide range of community, municipal and administrative issues at the direction of the Mayor and City Manager. This classification does not supervise but is expected to work within a team of Assistant to the Mayor/Council professionals. Work is performed under general supervision of the Constituent and Government Relations Director.

### **ESSENTIAL FUNCTIONS**

Works collaboratively with City officials and staff, civic and business leaders, and other government agencies.

Performs constituent services, in person, over the phone and in writing. Investigates citizen complaints and concerns, forwards the information to the appropriate department, and tracks follow-up with staff to ensure resolution. Composes correspondence on the Mayor's behalf to a wide variety of constituents. Updates elected officials and senior management on major issues.

Attends and represents the Mayor at various public events and constituent meetings. Provides the Mayor with updates and direction on various meeting requests from the public. Offers those requesting meetings other options or suggestions for potential staff participation in meetings after research is completed on the request.

Implements and coordinates work on Citizen Contact system, coordinating with additional City Council, City Manager and Mayoral staff.

Researches and prepares Mayor's Script for Work Study Sessions and City Council meetings, coordinating with staff on additional needed information and presentations.

Meets with the Mayor and/or City Council and attends Council meetings and makes reports concerning activities for which responsible.

Prepares materials for meetings, appearances and events attended by the Mayor and City Council.

Provides information, guidance, and assistance to customers on their questions and concerns about City processes and procedures.

Collects data and carries out research projects. Makes recommendations to executive staff on needed changes to policies and procedures to improve service delivery.

Analyzes issues and concerns and recommends innovative solutions including cross-divisional problem solving.

Demonstrates continuous efforts to improve operations, decrease turnaround times, streamline work process, and work cooperatively and jointly to provide quality seamless customer service.

Helps to monitor budget line item expenditures for City Manager and Mayor and City Council budgets and ensures expenditures are charged correctly.

Prepares and makes presentations to a variety of audiences and personally performs confidential

and sensitive assignments.

Composes and prepares written documents, reports, correspondence, statistical charts, and other materials with the highest level of quality.

## **MINIMUM QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

#### Knowledge of:

Principles and practices of local government structure and processes.

Effective communication, customer service and problem resolution techniques.

MS Office software.

Key functions of executive municipal management.

City rules, regulations, policies, and procedures.

#### Ability to:

Communicate and work cooperatively with citizens from diverse backgrounds.

Act calmly, rationally, decisively and tactfully in difficult situations.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Be able to multi-task during constant shifting of work priorities.

Anticipate how to assist Mayor and City Manager in meeting the needs of the community.

Manage multiple projects at one time.

Operate a variety of standard office equipment, including a personal computer that requires continuous and repetitive arm, hand and eye movement.

Establish and maintain effective working relationships with elected officials, senior management, citizen groups, and other employees.

Comprehend and make inferences from written material and/or verbal and written instructions.

Maintain regular and consistent attendance and punctuality.

### **Education & Experience**

Any combination of education and experience equivalent to a Bachelor's Degree in business or public administration, management, or related field and two years of administrative or management support experience in a government agency.

FLSA Status: Exempt

HR Ordinance Status: Unclassified